



## Greater Kansas City Laborers Welfare Fund


Greater Kansas City Laborers Welfare Fund, along with Preferred Health Professionals, has joined forces with MultiPlan, Inc. to offer you additional in network provider choices when you seek care outside of Kansas and Missouri. You get access to over 600,000 quality healthcare professionals and 4,600 hospitals.

**PHCS Healthy Directions *extends* your local network nationally:**

- **Your current PPO network in the states of Kansas and Missouri is not changing.**
- When traveling outside the states of Kansas and Missouri, a PHCS logo on your health insurance card tells you and participating provider that a PHCS discount applies.
- Retirees and other Participants who live in states other than Kansas and Missouri can use PHCS providers as their primary physicians and receive network discounts.
- Just as with your local network, your out-of-pocket costs will be based on your plan's in-network coinsurance levels, so you pay less.

### How to find PHCS Healthy Directions provider

We can help you find the provider of your choice. Simply call **Preferred Health Professionals customer service at (800) 544-3014 or (913) 685-6300** Monday through Friday from 8 a.m. to 4:30 p.m. (Central Standard Time) and identify yourself as a health plan participant accessing the PHCS Healthy Directions network. You may also search online at [www.multiplan.com](http://www.multiplan.com):

- Click on the "Search for a Doctor or Facility" button
- Indicate you have the words Healthy Directions on your ID card, or this logo on the back of the card: →  PHCS
- Follow the prompts to enter your search criteria.

If you are currently seeing a healthcare professional not in the network, visit the Patients section of [www.multiplan.com](http://www.multiplan.com) to complete a nomination. We will contact the practitioner to determine his/her interest.

### Before you go

It is your responsibility to confirm your providers' continued participation in the network(s) and availability under your benefit plan. Please also be sure to follow any required preauthorization procedures (usually a telephone number on your ID card), and always present your benefits ID card upon arrival at your appointment.

### If you need assistance

If you encounter issues with PHCS or MultiPlan providers, call Preferred Health Professionals at **(800) 544-3014 or (913) 685-6300**. If you have questions about your benefits or the status of claims, call **TIC International** Customer Service at **(913) 236-5490**.